

Provenance Claims Policy

Version	Date	Reason of Changes
A	29 th June 2020	First Enactment
B	1 st August 2023	To Emphasize That Diamonds Are Natural And Untreated Unless Stated Otherwise

Provenance Claims Policy

Gemstones, Diamonds, Silver, Gold, and Platinum Group Metals

Regal Jewelry Manufacture (RJM) shall ensure all its Provenance Claims made will be fully valid along with available evidence to support the Claim(s).

RJM does not make any untruthful, misleading or deceptive representation, or make any material omission in the selling, advertising or marketing of any Gemstones, Diamonds, Silver, Gold, and Platinum Group Metals jewelry products.

To the best of RJM's knowledge, implemented policies/procedures and written assurance from suppliers, RJM warrants that any product containing Gemstones, Diamonds, Silver, Gold, and Platinum Group Metals are not derived from or sourced from mines in conflict areas of the Democratic Republic of Congo (DRC), and the diamonds are neither recycled nor sourced from artisanally mined and it is exclusive of natural origin and untreated except otherwise stated.

RJM trains and actively communicate to all the relevant employees ensuring they are aware about the provenance claims.

On receiving a complaint, RJM shall:

1. Get an accurate report of the complaint,
2. Explain RJM's complaint procedure,
3. Find out how the complainant would like it handled,
4. Decide whether the issue can be handled internally,
5. Seek further information where possible and appropriate, or assist with redirecting the complaint to another entity, such as an institution, or relevant industry body,
6. Identify any actions that should be taken or monitor the situation,
7. Advise the complainant of any decisions or outcomes,
8. Keep records of complaints received and the corrective actions for at least 5 years.

In case of any query/complaints/grievances/suggestion pertaining to provenance claim please contact

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